

Communications and Information

USTRANSCOM OFFICIAL MAIL PROGRAM

BY ORDER OF THE DEPUTY COMMANDER

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction establishes policies, responsibilities and procedures for processing incoming and outgoing mail within the United States Transportation Command (USTRANSCOM) at Scott AFB, Illinois. It implements Department of Defense (DOD) Manual 4525.8-M, Official Mail Manual and applies to all USTRANSCOM personnel, including contractors. Contents of this instruction provide a useful guide in maintaining continuity, awareness and understanding of the official mail procedures used throughout the command. Send comments and suggested improvements to this instruction on Air Force (AF) Information Management Tool (IMT) 847, Recommendation for Change of Publication, to USTRANSCOM/TCCS-IM, 508 Scott Drive, Scott AFB IL 62225-5357. The use of a name or mark of any specific manufacturer, commercial product, commodity or service in this publication does not imply endorsement by USTRANSCOM. Failure to observe mandatory provisions of this instruction in paragraphs 3.2., by military personnel is a violation of Article 92, *Uniform Code of Military Justice (UCMJ)*. Violations by DOD civilian employees may result in administrative disciplinary action without regard to otherwise applicable criminal or civil sanctions for violation of related laws. Violations by contractor personnel may result in denied use of mail processing, contractual remedies against the contractor, or debarment from the installation.

SUMMARY OF REVISIONS

Updates procedures regarding chemical/biological attacks through the mail. Updates the text and attachments reflecting new office symbols and terminology. Added paragraph 6, Federal Express (FedEx) Services, and paragraph 16, x-raying of received packages. Note: Since this instruction has been revised in its entirety, asterisks will not be used to identify revised material.

1. References and Supporting Information. References, related publications, abbreviations, acronyms and terms used in this instruction are listed at Attachment 1.

2. Purpose. It is DOD Official Mail Program (OMP) policy to promote cost-effective use of the taxpayer's money in transporting official matter through proper and efficient processing and use

of internal mail, the United States Postal Service (USPS), other carriers, international mail and postage of other countries.

3. Roles and Responsibilities.

3.1. General. This instruction serves as a guide in the preparation and processing of official incoming and outgoing mail. USTRANSCOM Chief of Staff, in accordance with DOD Instruction (DODI) 4525.8, will appoint in writing the Command's Official Mail Managers to be located in the Office of Information Management (TCCS-IM), which is the central mail receipt/transfer point for all official mail of the Command. An effective official mail program will increase customer awareness in the proper procedures for handling, maintaining and distributing official mail to ensure the right information is delivered to the right person at the right time in the right format for informed decision making.

3.2. TCCS-IM will assure that, within four months of assignment, Official Mail Managers are trained in accordance with DODI 4525.8 Enclosure E4.3.2, *OPM Training Requirements*. Directors and Chiefs of Command Support Group (CSG) will ensure their staffs comply with this instruction and guidance provided. Staff personnel will coordinate with their central directorate/CSG administrative office to ensure validity of their outgoing official mail. Each directorate and CSG will establish its own procedures for receipt and dispatch of official mail to include accountable and special service material. Appropriated funds shall be used to pay the postage for official mail relating solely to the business of the United States Government. Unauthorized use, loss or theft of appropriated fund postage shall be reported and reviewed to determine any appropriate sanctions and any applicable reimbursement of postage costs.

3.3 The directorate/CSG Activity Distribution Offices (ADOs) will:

3.3.1. Ensure the Standard Form (SF) 65, U.S. Government Messenger Envelope (commonly referred to as a "shotgun" or "holey joe") is used for on base or scheduled consolidated mail (pouch) through the Base Information Transfer Center (BITC). Lightweight administrative communications, four pages or less, should be placed in letter-sized envelopes.

3.3.2. Ensure correct address and a completed AF IMT 12, Accountable Container Receipt, is attached to accountable packages for dispatch.

3.3.3. Ensure special service mail requests are prepared in accordance with the sample at Attachment 2. *Special service mail should only be used when no other means (i.e., first class mail, e-mail, message, faxing or dispatching) can be used.* Refer to paragraph 6. for instructions on sending special service mail.

3.3.4. Ensure packages weighing over 70 pounds and packages that constitute cargo/freight (i.e., toner cartridges, computer equipment, pictures in glass frames, etc) are delivered to the Traffic Management Office (TMO) Cargo Operations, Building 4010, for processing. TMO will ensure the cargo is properly packaged and will determine best means for shipment. If cargo is unknowingly shipped by BITC means, and is damaged, the customer will be responsible for claims. Four completed copies of Department of Defense (DD) Form 1149, Requisition and Invoice/Shipment Document, to include unit fund site and a letter of justification, are required.

3.3.5. Ensure all emergency next-day packages that missed the 1230 cutoff are coordinated with TCCS-IM prior to using their respective Government Purchase Card (GPC) for payment. GPC will *only* be used for next-day emergencies. Command personnel are not authorized to accept cash-on-delivery special service mail packages with special service mail companies.

3.3.6. Receive, sort and deliver (or arrange for delivery of) all administrative communications and parcels to action offices. Ensure all non-deliverable accountable pieces are secured at the end of the business day.

3.3.7. Publicize and coordinate distribution schedules with appropriate action officers.

3.3.8. Periodically review incoming and outgoing mail for correct addresses and personnel no longer assigned to respective work center. Extra time on the front end to correct incomplete or inaccurate addressed mail will speed delivery to the final destination.

3.3.9. Maintain current letters of authorization for personnel granted authority to sign for accountable container receipts within respective directorate/CSG.

3.3.10. Ensure all assigned ADO personnel attend semi-annual official mail program training. Date, time and place of training will be announced by TCCS-IM.

3.4. The USTRANSCOM ADO (TCCS-IM) will:

3.4.1. Receive all incoming USPS and special service mail (FedEx Air, FedEx Ground, United Parcel Service (UPS) and Airborne Express/Dalsey-Hillblom-Lynn[DHL]). Upon receipt, accountable (certified/registered/insured/express) USPS and special service packages are controlled, and the addressee is notified (phone or e-mail) the package has arrived. Only addressees located in Building 1961 are notified. If the addressee is not available, the respective directorate/CSG administrative office is notified. Accountable USPS and special service packages addressed to Buildings 1700, 1911, or 1900 are delivered to their destination points as part of the daily distribution run. Offices expecting a special service package to accommodate short suspenses should contact TCCS-IM, 229-3828.

3.4.2. Process all accountable USPS and special service mail. TCCS-IM will dispatch outgoing unclassified special service mail Monday thru Friday, if received prior to 1230. Outgoing classified special service mail will be dispatch Monday thru Thursday, if received prior to 1230, to ensure delivery by Friday so that the classified package does not remain in the possession of the carrier service over a weekend. All outgoing mail for overnight delivery must have a justification letter signed by the Directorate/CSG Chief or designated individual (Executive Officer or Division Chief). See Attachment 2 for sample letter.

3.4.3. Conduct a daily distribution run at approximately 1330 to Buildings 1900, 1911 and 1700. All communications and parcels picked up in Building 1900 will be sorted and delivered to addresses in Buildings 1700, 1911 and 1961 the same day. A second run is accomplished if distribution is too large for one trip.

3.4.4. Ensure all non-deliverable accountable pieces are secured at the end of the business day.

3.4.5. Coordinate and track all GPC-funded FedEx emergency mailings.

3.4.6. Ensure parcels do not exceed authorized size and weight limitations. Parcels may not exceed 70 pounds for distribution through USPS and 150 pounds through FedEx.

3.4.7. Ensure separate communications eligible for pouch service are clearly marked **“POUCH.”** If two or more pieces are going to the same location on the same day, consolidate all pieces in the same container prior to delivery to BITC.

3.4.8. Ensure the official activity address is in the correct format for official Government business correspondence. Sending and receiving personal mail via BITC is not authorized and will be returned to sender.

3.4.9. Ensure all envelopes have a complete and accurate return and delivery address. A complete return or delivery address as a minimum must contain the organization/functional address symbol, street address, installation name, state abbreviation, and zip + 4 code.

3.4.9.1. Ensure the return address is typewritten, machine printed or rubber stamped. Handwritten return address is not authorized and mail pieces will be returned to sender, delaying delivery.

3.4.9.2 Ensure the delivery address is typed or machine printed. Hand written or rubber stamped delivery address not authorized and mail pieces will be returned to sender, delaying delivery.

3.4.10. Ensure accountable containers (e.g., registered mail) are properly wrapped.

3.4.11. Maintain current letters of authorization for personnel granted authority to sign for accountable container receipts throughout the command.

3.4.12. Ensure TCCS-IM office personnel are appointed to receipt for accountable mail from BITC. Appointment will be made in writing to 375 CS/SCBA, and shall include appointees' official mailing address, e-mail address, telephone number and clearance.

3.4.13. Perform semi-annual official program training. Training is open to all USTRANSCOM personnel, especially those who are new to the command, send/receive express, certified, registered, or classified mail and/or work in the Directorate's/CSG's distribution office. Training will cover everyone's role and responsibility, procedures for incoming/outgoing mail, proper addressing and packaging of mail and special mail service.

3.4.14. Conduct internal mail management and ADO inspections at least once a year. DD Form 2495, *Official Mail Manager's Inspection Checklist*, will be used to conduct inspections.

4. USPS Mail. The USPS has established letter-size as 9 ½ x 4 inches. The establishment of envelope-size standards is part of a continuing USPS effort to make envelopes compatible with the automated processing equipment and reduce manual processing. The four classes of USPS mail are:

4.1. First Class. Letters, post cards, flats and small parcels weighing 11 ounces or less. A surcharge of 11 cents is assessed on all first-class weighing less than one ounce and placed in envelopes larger than 6 1/8 x 11 1/2 inches and oversized post cards. Any container that cannot be folded must have “DO NOT FOLD OR BEND” written on it.

4.2. Priority. First class weighing over 11 ounces is automatically sent Priority. Priority is limited to packages weighing less than 70 pounds and smaller than 108 inches in combined length and girth. Containers must be of sufficient quality to prevent spillage of contents during transportation.

4.3. Standard “A.” Mail weighing 16 ounces but less than 70 pounds. Parcels may measure no more than 108 inches in length and girth combined.

4.4. Standard “B.” Mail weighing more than 16 ounces but less than 70 pounds. Parcels may measure no more than 108 inches in combined length and girth.

5. Special USPS Mail Services.

5.1. Registered mail gives more security during transit and provides a chain of receipts from the time of acceptance into the USPS mail system to final delivery. Registered mail receives the most protection given to USPS mail and has the lowest loss rate. The extra control over registered mail may delay it causing a longer transit time than first-class or priority mail. Registered mail must be double-wrapped and sealed with mucilage, glue, or paper tape; never plastic or masking tape. It must have an accountable container number and completed AF IMT 12 attached.

5.1.1. Authorized uses of registered mail include:

5.1.1.1. Criminal investigation evidence.

5.1.1.2. Cash, original vouchers (disbursing and collecting) and voided or canceled checks.

5.1.1.3. One of a kind, irreplaceable sensitive controlled, rare or pilferable items, and items having a replacement cost in excess of \$20,000. (Such items include, but are not limited to, calibration equipment, supply items, historical matter (including films), library materials, original manuscripts, camera-ready mechanicals and artwork).

5.1.1.4. Mailable shipments of Government-owned firearms (return receipts may be used).

5.1.1.5. Classified SECRET material.

5.1.1.6. Commercial transportation tickets, boarding passes and Air Mobility Command passenger reservation terminal transportation authorization when personal delivery or pickup is not possible.

5.1.1.7. North Atlantic Treaty Organization (NATO) Confidential material or U.S. Confidential sent out of the CONUS, Alaska, Hawaii, Puerto Rico and U.S. possessions and trust territories.

5.1.1.8. Air Force Office of Special Investigations (AFOSI) counterintelligence information and AFOSI technical services equipment, including such items as badges or credentials.

5.1.1.9. Patient valuables.

5.1.1.10. Joint Uniform Military Pay System support documentation.

5.1.1.11. Accountable forms when addressed to overseas Military Postal Offices, when additional safeguards are necessary.

5.1.1.12. Logistics mailings when they require protection in transit, such as accountable assets to overseas destinations.

5.1.1.13. Aircraft accident reports and formal aircraft incident reports to provide security and prevent unauthorized disclosure of these reports while out of respective agency control.

5.1.1.14. Records of trial by court-martial.

5.1.1.15. Other material that must be sent registered by law or directive.

5.1.2. Authorized uses of registered mail with return receipt include:

5.1.2.1. Notification of radiation exposure.

5.1.2.2. Environmental supplies.

5.1.2.3. Mailing former evidence to its owner.

5.1.2.4. Mobilization reassignment orders to international addresses where this service is authorized.

5.1.2.5. Claims and litigation proceedings documents. As an alternate choice, use certified mail with a return receipt when possible.

5.1.2.6. Personal effects (with intrinsic value) of deceased personnel sent to next of kin.

5.2. Certified mail provides a receipt at the time of mailing and a record of delivery for first class mail with no intrinsic value. It is sent and handled in transit as first class mail. If lost, it cannot be traced. No indemnity is provided. It may be used only with the U.S. domestic and military postal system.

5.2.1. Authorized uses of Certified Mail:

5.2.1.1. Letters to establishments being declared “off limits.”

5.2.1.2. Adverse enlisted and officer performance reports and other similar actions.

5.2.1.3. Controlled test material.

5.2.1.4. Instructional material marked “For Faculty Use Only.”

5.2.1.5. Items requiring shipment by priority mail when the certified fee is less than the fee for other services which provide proof of delivery.

5.2.1.6. Confidential information to or from DOD contractors.

5.2.1.7. Sensitive medical records or test results.

5.2.1.8. Transmittal of identification (ID) cards to persons who are unable to appear in person; letter to retrieve ID cards which are no longer valid.

5.2.1.9. Final notice on expiration of non-temporary storage accounts.

5.2.1.10. Defense Activity for Nontraditional Education Support test material.

5.2.1.11. Notification to obligated reservists of failure to complete required training.

5.2.1.12. Notification to a spouse when a member elects less than 100 percent survivor benefit plan coverage.

5.2.1.13. Final response packages to Freedom of Information Act requests.

5.2.1.14. Other communications and parcels that by law, DOD directive or DOD component directive must be certified.

5.3. Proof of Delivery. A Postal Service (PS) Form 3811, *Return Receipt*, or DD Form 2825, *Internal Receipt*, may be used for proof of delivery.

5.3.1. DD Form 2825 shall normally be used between DOD activities instead of PS Form 3811. When DD Form 2825 is used, the addressee shall immediately verify the contents are all there, sign the original copy and return the original copy to the sender. The sending activity shall take follow up action to determine if the item was received if the DD Form 2825 is not returned within 14 workdays from the date of dispatch (unless the normal two-way transit time is longer).

5.3.2. The PS Form 3811 shows the date and to whom the item was delivered and the actual delivery address if it is different from the address used by the sender. PS Form 3811 may also be used to restrict an article’s delivery to the addressee (or their agent) when proof is necessary that the addressee personally received the item. A PS Form 3811 may be used only on Express Mail, numbered insured, registered and certified mail when the use of DD Form 2825 is not appropriate. PS Form 3811 shall not be used on articles enclosed in consolidated containers unless the postage and special service fee are prepaid on the item.

5.4. Enclose AF Form 12 on all consolidated shipments. Use it to record the exchange of sealed-accountable containers between the dispatching activity, the BITC and the addressee. The BITC must sign for accountable containers when accepting them from the dispatching activity distribution office and must obtain a signature when delivering accountable containers to the addressee. When giving accountable material to TCCS-IM for dissemination to the BITC,

ensure a complete office symbol is given in the “FROM” block and the “TO” block should have “TCCS-IM” as an office symbol. Always retain a copy of the AF Form 12 for your records when transferring accountable material.

5.5. Each directorate/CSG will establish and maintain a block of container numbers for use with the AF Form 12 for dispatching registered mail. The container number consists of the office symbol, year and container number (*example, J2-J 98-001*) and will be placed directly under the “FROM” element on the inner and outer wrappers.

6. Special Service (FedEx/USP) Mail.

6.1. Use special service mail when it is the most cost effective way to accomplish the mission within time, security and accountability restraints. Overnight delivery shall only be used when it contains critical information (non-hazardous) and alternate delivery methods will not ensure delivery to the final destination in time to meet requirements. When requesting overnight delivery coinciding with Saturday or holidays, it is the sender’s responsibility to ensure someone will be available on the delivery end to sign for and pick up package. A delivery point contact name and phone number must be included in addressee section on the justification letter.

6.2. Drop-off time at TCCS-IM is no later than 1230. All requests for overnight express mail must have a letter of justification (see sample at Attachment 2). If the package is classified, it should be stated in the justification letter and be accompanied by an AF Form 12. TCCS-IM will process the package and produce the shipping label.

6.3. If a package needs to be sent next day after the 1230 cutoff, the customer will have to take their package to 3000 Eastport Plaza Drive in Collinsville after first processing it through TCCS-IM office. The cutoff time for this service is 2000 at FedEx. The directions are: Take I-64 West to 255 North and exit at Horseshoe Lake. Turn east and the first road on your right is Eastport Plaza Drive. For more information on this location and services available go to the FedEx website (<http://www.fedex.com/cgi-bin/findloc>) and insert “Collinsville IL”. *Do not* insert “Scott AFB” or “62225”.

7. International Mail. When preparing international mail, correspondence or parcels addressed to an addressee in another country (non APO/FPO location for dispatch) refer to Figure 7.1. Guidelines are contained in the International Mail Manual, paragraph 122.1. *Special Note: The country must be typed in all caps.*

USTRANSCOM/TCCS-IM 508 SCOTT DRIVE SCOTT AFB IL 62225-5357 USA	FRANK DELOURE LANGEVOORHOUT 102 5520 THE HAGUE THE NETHERLANDS
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Figure 7.1. Sample International Mail Address

8. Pouch Service. Standard Form (SF) 65 may be used when sending official correspondence to the following pouch locations:

CONUS (Delivered Daily)

Andrews AFB MD	Langley AFB VA	Robins AFB GA
Bolling AFB DC	MacDill AFB FL	Tinker AFB OK
Charleston AFB SC	Maxwell AFB AL	Travis AFB CA
Dover AFB DE	McChord AFB WA	Wright Patterson AFB OH
Fairchild AFB WA	McConnell AFB KS	Denver DFAS-AFAFC CO
Grand Forks AFB ND	McGuire AFB NJ	Denver ARPC CO
Hickam AFB HI	Offutt AFB NE	Washington D.C.
Hurlburt FLD FL	Randolph AFB TX	D.C. - ZIP CODES 20330-20380-20310-20318-20350-20301

CONUS (Delivered twice weekly)

Altus AFB OK	Hanscom AFB MA	Pope AFB NC
Barksdale AFB LA	Hill AFB UT	Peterson AFB CO
Brooks AFB TX	Keesler AFB MS	Patrick AFB FL
Dyess AFB TX	Kirtland AFB NM	Sheppard AFB TX
Eglin AFB FL	Lackland AFB TX	Tyndall AFB FL
Elmendorf AFB AK	Little Rock AFB AR	
F.E. Warren AFB WY	Malmstrom AFB MT	

OVERSEAS

Rhein-Main AB GE APO AE 09050	Turkey APO AE, 09824	Yakota AB, Japan APO AP 96328
Ramstein AB GE APO AE 09094, 09012, 09021	Osan AFB, Korea APO AP 96278	
England APO AE 09459	Kadena AFB, Okinawa APO AP 96368	

9. On-Base Distribution Delivery. All unclassified on-base communications should be dispatched in a SF 65 or in an envelope. Dispatch sensitive materials only in plain envelopes marked *“FOR OFFICIAL USE ONLY.”* Use the following procedure when addressing SF 65:

9.1. The correct address element is the unit designation and standard office symbol. Any on-base communications incorrectly addressed will be handled on a referral basis and this will delay delivery.

9.2. Cross out the previous addressee.

9.3. Always add the entire address, including zip code plus 4 on a SF 65 going to a pouch location.

9.4. To prevent the SF 65 from spilling its contents during transportation, don't overfill; use two SFs 65 if necessary.

10. Addressing Unclassified Mail to Non-Pouch Locations.

10.1. APO Mail. Use complete "TO" and "FROM" addresses, unit designation and standard office symbol, unit and box number (if applicable), and APO. Place "OFFICIAL BUSINESS" directly under the FROM address. Don't indicate the name of the base or country in the "TO" address. Refer to Figure 10.1 for sample APO mail address. Use the correct APO element for overseas mail (i.e., "APO AE 09094" for Atlantic theater addresses and "APO AP 96364" for Pacific theater addresses).

USTRANSCOM/TCCS-IM 508 SCOTT DRIVE SCOTT AFB IL 62225-5357 OFFICIAL BUSINESS	7100 MSS/IMA UNIT 4390 BOX 175 APO AE 09196-0175
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Figure 10.1. Sample APO Mail Address

10.2. CONUS Mail. Use complete "TO" and "FROM" addresses, unit designation and standard office symbol, geographic location, and zip code plus 4. Place "OFFICIAL BUSINESS" directly under the "FROM" address. Refer to Figure 10.2 for sample CONUS mail address.

USTRANSCOM/TCCS-IM 508 SCOTT DRIVE SCOTT AFB IL 62225-5357 OFFICIAL BUSINESS	28 MSS/IMA 1560 LUKE ST STE 3 ELLSWORTH AFB SD 57706-4804
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Figure 10.2. Sample CONUS Mail Address

11. Preparing Classified Material to Units Off Base. Registered mail may be used to transport Secret material, with two restrictions. First, the mailing must be within and between the U.S. and its territories. Second, you may send it to an APO/FPO address, but check to see that the mail stays with U.S. control throughout the entire process. See Figure 11.1 for sample of inner container address for classified material to units off base. The following requirements are applicable for shipping, mailing and hand-carrying classified material to units off base.

11.1. Prepare an AF Form 310, Document Receipt and Destruction Certificate. Remember to retain a copy for your suspense. You should establish the following suspense periods: CONUS – 30 days; Outside CONUS – 45 days.

NOTE: AF Form 310 is required for Secret material when addressed to a foreign government and between DOD activities when delivery is done by other than hand-to-hand; and for Confidential material addressed to a foreign government and upon request.

11.2. Attach a completed AF Form 310 with enclosed classified material in inner wrapping. List all classified information for which receipt is requested.

11.3. Ensure there is no direct contact of classified text with wrapping.

11.4. All seams of inner wrapper must be sealed with mucilage, glue, or paper tape; never scotch, plastic or masking tape.

11.5. Mark or stamp inner wrapper with highest classification on front, back, top, and bottom.

11.6. Address inner wrapper directly to the action office using complete unit designation and functional address symbol, geographical location, zip code plus 4 and container number in the “TO” and “FROM” elements. If directing the material to the attention of a particular member of an Air Force activity, the member’s name may be indicated in an attention line on the inner wrapper or container.

11.7. Place inner sealed opaque wrapper into an outer opaque wrapper. Opaque means neither transparent nor translucent.

11.8. Seal all seams on outer wrapper with mucilage, glue or paper tape.

11.9. Do not place any classification indicators (i.e. “secret or confidential”) on outer wrapper.

11.10. Address the container directly to the action office using the complete unit designation and functional address symbol, geographical location, zip code plus 4 and container number in the “TO” and “FROM” elements. Place “OFFICIAL BUSINESS” directly under the “FROM” element. Do not address the outer container to an individual.

11.11. Prepare an AF Form 12 for all Secret material and for any Confidential material being sent as registered.

11.12. If classified material is of a size not suitable for sealing in an envelope, it shall be enclosed in two opaque sealed containers, such as boxes or heavy wrappings. Material used for

packaging shall be of such strength and durability as to provide security protection while in transit, prevent items from breaking out of the container, and facilitate the detection of any tampering with container. The wrappings shall conceal all classified characteristics.

USTRANSCOM/TCCS-IM 508 SCOTT DRIVE SCOTT AFB IL 62225-5357 OFFICIAL BUSINESS J6-98-001	SECRET
	366 MSS/IMA 120 PHANTOM AVE MOUNTAIN HOME AFB ID 83648-5254
	SECRET

Figure 11.1. Sample Inner Container Address for Classified Material to Units Off Base

12. Preparing and Dispatching Classified Material to Units On Base. Classified materials to other units on base do not require double-wrapping. Directorate/CSG staff member will hand carry to office/unit on base. Place classified material in an envelope and briefcase for the delivery person. Classified material for USTRANSCOM staff in Buildings 1900, 1911 and 1700 will be given to mailroom personnel for delivery on the daily mail distribution run. Ensure proper coversheet is attached to document and place in an opaque envelope. See Figure 12.1 for sample address for dispatching classified material to units on base.

TCCS-IM J6 98-001	SECRET
	TCJ2-J
	SECRET

Figure 12-1. Sample Address for Classified Material to Units On Base

13. Preparing and Dispatching Confidential Material Off Base. Confidential correspondence may be dispatched through BITC for off base destinations provided it is properly prepared and separated from routine mail.

13.1. Confidential material may be sent as Registered mail in the following situations:

13.1.1. NATO classified.

13.1.2. APO/FPO outside U.S. and its territories.

13.1.3. When uncertain if location is within U.S. boundaries (return receipt authorized on case-by-case basis).

13.1.4. To DOD contractor or other Executive Branch agencies, if appropriate.

13.2. Confidential material is sent as certified mail to DOD contractor or other Executive Branch agencies. The envelope must be marked “DO NOT FORWARD.”

13.3. Confidential material does not require a control number.

13.4. All Confidential material sent as certified or first-class must be marked “DO NOT FORWARD” in the lower left-hand corner and must be physically handed to TCCS-IM personnel for dispatch. Refer to Figure 13.1 for sample address.

USTRANSCOM/TCCS-IM
508 SCOTT DRIVE
SCOTT AFB IL 62225-5357
OFFICIAL BUSINESS

366 MSS/IMA
120 PHANTOM AVE
MOUNTAIN HOME AFB ID 83648-5254

DO NOT FORWARD

Figure 13.1 Sample Address for Confidential Material Going Off Base

NOTE: If Confidential material is addressed overseas to any area (EXCEPT APO/FPO addresses within Alaska, Hawaii, Puerto Rico, a U.S. possession, or trust territory) it must go Registered mail. Follow the procedures for sending Secret material in this instruction.

14. Official Mail Address Information. The “FROM” address will be typewritten, machine printed, or rubber stamped (*handwritten not authorized*). The “TO” address will be typewritten or machine printed (*rubber stamped and handwritten are not authorized*). Do not use type styles such as script, italic, artistic, and certain dot matrix which cannot be machine read. Uppercase letters should be used on all lines of the address block. Single space the address block.

Addresses are limited to 5 lines of 47 characters each. A comma is not used between the base/city and state, nor between the state abbreviation and zip code plus 4. Stick-on address labels may be used if extra care is taken not to slant the label more than 5 degrees. Do not write-in or place any obstruction in the "Bar Code Read Area," normally located at the bottom of a letter.

15. Window Envelopes. Window envelopes may be used as long as the entire address is not obscured in any manner. It is preferable to leave 1/8 inch clear space around all four sides of the address within the window. Don't forget to leave space for the zip code plus 4.

16. Packages Received. All packages delivered to USTRANSCOM will be sent through an additional security check (x-ray machine) prior to delivery. Henceforth, all packages entering our mail system must be addressed as follows:

USTRANSCOM/Your Office Symbol
ATTN: Recipient's name
508 SCOTT DRIVE
SCOTT AFB IL 62225-5357

If the package is too large to fit through the x-ray machines, TCCS-IM will attempt to contact the recipient or the designated directorate/CSG mail representatives. The recipient or representative will identify the contents and open in the presence of TCCS-IM personnel prior to acceptance. If the package is improperly addressed, TCCS-IM will make a reasonable attempt to identify the recipient, short of opening the package. If unable to identify the recipient, it will be returned to sender.

17. Parcel Bombs/Chemical-Biological Mail Attacks. Parcel bombs and chemical/biological mail attacks are extremely dangerous weapons used by terrorists. Individuals who handle mail are in key positions to either receive or deliver a form of mail attack. Some motives for mail attacks are revenge, extortion, terrorism, or business disputes. To avoid injuries and prevent property damage, all personnel should know how to identify a suspected mail attack and what to do with mail suspected of containing explosives or other hazardous materials.

17.1. Letter bombs usually contain 2 to 5 ounces of explosive material. Some easily recognizable features of letter bombs are:

17.1.1. Buzzing, sloshing, or unusual odors; oily stains on the wrapping; package is lopsided, with soft spots or bulges or envelope is rigid or bulky.

17.1.2. Protruding wires or aluminum foil, which would complete an electrical circuit and detonate explosives when the package is opened.

17.1.3. Noticeable pressure or resistance when contents are removed.

17.1.4. No return address; fictitious return address (if that can be determined); or postmarked different from return address of sender in another country.

17.1.5. Packages marked with “personal,” “private,” “rush,” or “fragile” when considered unusual.

17.1.6. Addressee’s name or title is inaccurate; the package is addressed to someone by title only; or address is handwritten poorly or distorted.

17.1.7. More postage than the package warrants, indicating the sender avoided dealing with a postal clerk.

17.1.8. A large unexpected parcel could contain a parcel bomb. Parcel bombs are very much the same in appearance as letter bombs and may also have excessive tape or wrapping.

17.1.9. Presence of a powdery substance.

17.2. INSTRUCTIONS IF YOU SUSPECT A PARCEL BOMB:

17.2.1. Don’t touch or disturb it.

17.2.2. Isolate the item and evacuate the immediate area. Alert other people of the danger, keeping it low key to avoid panic.

17.2.3. Don’t put the item in water or a confined space such as a desk drawer or filing cabinet.

17.2.4. If possible leave the item in an open area where a robot can easily pick it up and remove it.

17.2.5. If possible, open windows in the immediate area to assist in venting potentially explosive chemicals.

17.2.6. Notify Security Police and Fire Department personnel.

17.2.7. Cell phones or 2-way radios should not be used for they may possibly cause detonation.

17.3. INSTRUCTIONS IF YOU SUSPECT A PARCEL CONTAINING CHEMICAL / BIOLOGICAL AGENTS:

17.3.1. Set item down gently at the location where first opened, stop breathing and don plastic/rubber gloves and protective mask.

17.3.2. Do not drop package or envelope. Once you’ve set it down, do not attempt to handle the package again.

17.3.3. Request building air-conditioning/heating systems be shut down, and turn off fans in that area. To shut down building ventilation, contact the Facilities Manager.

17.3.4. Advise a coworker in the immediate area to contact Emergency Response personnel through the Security Forces Control Center, Law Enforcement Desk.

17.3.5. Retreat to an area that will minimize exposure to others, avoid contact with others and remain in that area.

17.3.6. Do not allow others in the area until Emergency Response personnel arrive.

17.3.7. List all persons who have touched the letter and/or envelope and provide the list to the Security Forces.

17.3.8. Remain calm. Health officials will provide specific information and instructions about the symptoms and effective treatment to prevent illness and/or injury.

\\SIGNED\\
JOLYNN BIEN
Chief, Information Management

2 Attachments

1. References and Supporting Information
2. Sample Special Service Mail Justification Letter

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

International Mail Manual

Department of Defense Instruction 4525.8, DOD Official Mail Management

Department of Defense Manual 4525.8-M, DOD Official Mail Manual

Air Force Supplement to Department of Defense 4525.8-M

Air Force Manual 33-326, Preparing Official Communications

Scott AFB Supplement 1, DOD Manual 4525.8, DOD Official Mail Manual

Abbreviations and Acronyms

ADO	Activity Distribution Office
AFOSI	Air Force Office of Special Investigations
APO	Army or Air Force Post Office
BITC	Base Information Transfer Center
BITS	Base Information Transfer System
CONUS	Continental United States
CSG	Command Support Group
DHL	Dalsey-Hillblom-Lynn (after the founders, Adrian Dalsey, Larry Hillblom, and Robert Lynn)
DOD	Department of Defense
FEDEX	Federal Express
FPO	Fleet Post Office
GPC	Government Purchase Card

ID	Identification
IMPAC	International Merchant Purchase Authorization Card
MPO	Military Postal Office
NATO	North Atlantic Treaty Organization
OMP	Official Mail Program
PS	Postal Service
SF	Standard Form
TMO	Transportation Management Office
UPS	United Parcel Service
USPS	United States Postal Service
USTRANSCOM	United States Transportation Command

Terms

Accountable Communications. Communications for which accountability must be maintained. This includes classified material as well as unclassified communications which, because of the nature and sensitivity, must be handled and processed in accordance with (IAW) all applicable information security prescribing directives. AF Form 12, Accountable Container Receipt, is the form used to control accountable communications.

Command Pouch. A consolidated pouch used to transmit administrative communications between shipping points on a scheduled basis.

Official Mail. Mailable items related exclusively to the business of the U.S. Government and intended to be entered as U.S. Mail for transmission through the domestic, international, or military postal system.

Referral Mail. Mail that cannot be delivered or processed without being corrected, address researched, or opened by BITC/official mailroom personnel. Most referral mail is caused by inaccurate or incomplete addresses placed on mail received on Scott AFB.

S A M P L E (PLAN BOND PAPER)
SPECIAL SERVICE MAIL JUSTIFICATION LETTER

(Date)

MEMORANDUM FOR TCCS-IM

FROM: Office Symbol

SUBJECT: Request for Next Day Package Delivery

1. Next day package delivery is requested for the following shipment(s):

a. **PACKAGE DESCRIPTION:** This shipment consists of (**Specifically state what is in the shipment. Do not use “written correspondence” or “tapes” as a description**). The package is (classified/unclassified) and (does/does not) contain hazardous material.

b. **PACKAGE IS ADDRESSED TO:** (**Need complete address with a point of contact (POC) and commercial phone number**. If you have multiple shipments going to different locations, all addresses, phone numbers, and POCs must be listed).

c. **JUSTIFICATION:** This package must be received by (name/office) by (date) for... explain in detail why package must be received next day. **Do not use “for mission accomplishment” or “to meet suspense date”** as your justification.

d. **ALTERNATE DELIVERY METHODS:** I certify that first class mail, e-mail to another base, message, fax, or dispatching this package using standard small package procedures will not ensure delivery to the final destination in time to meet mission requirements. I further certify that the recipient is aware of this special delivery and will be available for pick-up on non-duty days, if necessary.

2. Point of contact is (name/office symbol/telephone number).

**Director/DRE Chief or Designee
(Executive Officer/Division Chief)
SIGNATURE BLOCK**

Note: Cut-off time at TCCS-IM is 1230.